REMARKS

This paper is responsive to the Final Office Action dated September 12, 2008.   All rejections and objections of the Examiner are respectfully traversed.   Reconsideration and further examination are respectfully requested.

Amendments to the claims herein are clarifications intended to more precisely set forth the present invention.   Support for the current claims is found at various places in the Specification and Drawings as originally filed.   For example, support for the present claims is found from line 6 on page 22 through line 18 on page 23 of the Specification, and in Figures 5 and 6.

Claims 27-34 are computer program product claims, and claims 35-42 are system claims. As claims 1-26 were previously paid for, and there are currently 24 total claims with 3 independent, no additional claims fees are believed to be due as a result of the present amendment.

No new matter has been added.

The Examiner rejected the claims for obviousness under 35 U.S.C. 103, citing the combination of U.S. patent number 6,301,609 of Aravamudan ("Aravamudan"), U.S. patent number 7,257,218 of Yoakum ("Yoakum") and U.S. published patent application 2005/0113134 of Bushnell ("Bushnell"). Applicants respectfully traverse this rejection.

Aravamudan discloses assignable associate priorities for user-definable instant messaging buddy groups.   The unified messaging solution and services platform of Aravamudan are provided by using the features and capabilities associated with instant messaging to locate a registered user, query the user for a proposed message disposition, and coordinate services

among a plurality of communication devices, modes, and channels. A user proxy is registered to the user as a personal communication services platform in <u>Aravamudan</u>. The user of <u>Aravamudan</u> is able to define various rules for responding to received data and communications, and the rules stored within a rules database servicing the communication services platform.

Specifically, Fig. 4 of <u>Aravamudan</u> shows a flow diagram of a method for provisioning a new user in terms of the user's client premises equipment (CPE), the Communication Services Platform (CSP), and the Instant Message (IM) server. A prospective user of <u>Aravamudan</u> first contacts the service provider to obtain integrated IM service. The <u>Aravamudan</u> user is provided with provisioning software for use with his CPE, installs the provisioning software onto his CPE device(s), and then connects and registers, via his CPE, to the provider's secure provisioning server by entering his password. The <u>Aravamudan</u> provisioning server registers the address of the user's instant message server and provisions the client CPE software with a unique identification (ID). The <u>Aravamudan</u> provisioning server additionally conveys a copy of the user address and password to the Communication Services Platform (CSP), which creates personal and administrative databases for the new user. The CSP of <u>Aravamudan</u> also conveys the unique ID to the IM server, creating a new IM account for the user. The IM server of <u>Aravamudan</u> creates an initial buddy group for the user, which includes the user's CPE and CSP identity, in accordance with step 216. See <u>Aravamudan</u>, column 6, lines 32-63.

<u>Aravamudan</u> further discloses that the client software installed on the accessing CPE device detects network connectivity, that the client CPE software generates a message indicating the user's online status and current user address, and conveys the message to the Instant Message (IM) server, indicating the user's online presence and address. Specifically, if the CPE device that a user is utilizing is a packet device, then the packet address to which the CPE device is

attached is provided. Alternatively, if the CPE device is one which accesses a PSTN network, then the PSTN exchange number is provided. The IM server of <u>Aravamudan</u> then notifies the CSP of the user's online presence and address, and also notifies selected buddies to the user of the user's presence online. The <u>Aravamudan</u> CSP updates the CSP database to indicate that the user is online, which CPE device the user is utilizing to access the network, and the address to which the CPE device is attached. See column 7, lines 1-20.

Upon receiving notification of the user's presence online, the <u>Aravamudan</u> CSP checks for pending events, including any outstanding data, communication, or notification received and held in abeyance during that time period for which the user had been off-line or inactive. Examples of pending events given in <u>Aravamudan</u> include e-mail messages, voice mail messages, a log of attempted call connections while off-line, status of selected buddies as identified by the user, delivery of webpages or other packetized information either specifically requested by the user or returned as a result of predefined keyword search parameters, or communications with a proxy of the user. See column 7, lines 21-32.

<u>Yoakum</u> discloses a queue management system (QMS) that uses presence information from a presence system to efficiently match requestors of information with qualified resources capable of providing the necessary response. The resources for information in the <u>Yoakum</u> system may be humans or automated systems, which may be configured to facilitate communications with the requestors using different types of communication technologies. Further, the resources of <u>Yoakum</u> may be associated with different skill sets, experience, or areas of expertise. Thus, the resources of <u>Yoakum</u> may provide different roles, and any given resource may provide multiple roles, in addition to facilitating communications using different mediums. The presence information of <u>Yoakum</u> is described as including the availability of the resource to

provide a given role, and the available communication capabilities of the resource for the given role at any given time (lines 29-32 in column 2). The use of presence information in <u>Yoakum</u> is intended to provide the queue management system with a way to more accurately determine the availability of resources (lines 37-42 in column 3).

The <u>Yoakum</u> system provides a mechanism where human or automated resources can register as being capable of providing specific roles as well as interacting via specific types of media. The availability of resources in <u>Yoakum</u> for communications in any of these roles is provided via presence information, which is derived from state information provided by the devices with which the human resources interact or the actual state of the automated device. Based on the presence information, the queue management system 12 of <u>Yoakum</u> determines if the resources are available and facilitates a response to a request. Thus, geographically dispersed resources may take on different roles via different media and be managed by the queue management system 12 of <u>Yoakum</u> in an effective manner. As an example, <u>Yoakum</u> teaches that a single person may provide a first role providing operator assistance using one or more voice-based communication technologies, and a second role as a customer service representative capable of responding to voice or email requests (lines 45-49 in column 6).

In addition to registering different roles, various authority levels may be established in association with any given role. The authority levels may be used by the queue management system 12 of <u>Yoakum</u> to determine how to assign resources to a request.

<u>Bushnell</u> discloses an interoperability system that serves to pass presence and supervision information relating to a user's wireless station set between a cellular communication network and an enterprise communication network, which typically includes a Private Branch Exchange system. The interoperability system of <u>Bushnell</u> functions to extend the wireless Private Branch

Exchange services provided in the enterprise communication network to the cellular communication network based on the presence and supervision data provided by the interoperability system. The provision by the <u>Bushnell</u> system of ubiquitous service to the user, regardless of their location, is intended to provide a significant advantage over previous Private Branch Exchange and cellular communication network services. In addition, <u>Bushnell</u> is intended to allow the user is equipped with only one wireless station set, which can operate as a cordless Private Branch Exchange extension in the office or as a standard wireless station set outside of the office.

Nowhere in the combination of <u>Aravamudan</u>, <u>Yoakum</u> and <u>Bushnell</u> is there disclosed or suggested any method or system of providing a local computer system user with detail information about at least one remote computer system user, comprising:

obtaining, by an awareness client application process executing on a local computer system from an associated awareness server application process executing on a server computer system, an online status of said remote computer system user;

presenting, to said local computer system user by said awareness client application process in a display of said local computer system, an awareness object associated with said remote computer system user, wherein said awareness object includes an indication of said remote computer system user, wherein said awareness object further includes a visual indication of said online status of said remote computer system user;

obtaining, by said awareness client application process on said local computer system, responsive to said presenting said awareness object associated with said remote computer system user, detail information regarding said remote user for display to said local computer system user, wherein said detail information is obtained from a detail information database server process separate from said awareness server application process, and wherein said detail information regarding said remote user includes a visual image associated with said remote computer system user, a contact phone number, at least one job role, at least one direct report, and at least one area of expertise of said remote computer system user;

detecting a selection of said awareness object associated with said remote computer user by said local computer system user; and

presenting, to said local computer system user by said awareness client application process responsive to said detecting said selection of said awareness object associated with said remote computer user by said local computer system user, said detail information regarding said remote computer system user in said display of said

local computer system, wherein said presenting includes allowing initiation of an internet protocol phone call by selection of said contact phone number by said local computer system user. (emphasis added)

as for example in the present independent claim 1. In contrast, the combined teachings of Aravamudan, Yoakum and Bushnell describe a system in which notification of a local user's presence online causes a CSP to check for pending events held in abeyance during the time period for which the local user had been off-line or inactive, and then to deliver any such detected pending events to the local user in an instant message (as in Aravamudan), that uses user presence information to provide an automated queue management system with a way to more accurately determine the availability of resources (including humans) for efficiently matching information requests with qualified resources capable of providing the necessary response (as in Yoakum), and that passes presence and supervision information relating to a user's wireless station set between a cellular communication network and an enterprise communication network, to allow the user to be equipped with only one wireless station set, which can operate as a cordless Private Branch Exchange extension in the office or as a standard wireless station set outside of the office (as in Bushnell). The combination of Aravamudan, Yoakum and Bushnell thus teaches that status information of other users can be used in the context of delivering pending events when a local user comes on line (Aravamudan), to efficiently and automatically route requests to resources that can provide the necessary response (Yoakum), and to automatically enable a user to operate a wireless station set in multiple contexts (Bushnell). Nothing in the combination of Aravamudan, Yoakum and Bushnell discloses or suggests the obtaining of detail information regarding a remote user responsive to presenting an awareness object to the local user that visually indicates the online status of the remote user, and then

presenting the obtained detail information to the local user responsive to detecting selection of the awareness object associated with the remote computer user by the local computer system user. As a result, the combined references do not disclose or suggest the specifically claimed invention, as set forth in the independent claims, which includes obtaining, responsive to presenting an awareness object associated with a remote computer system user, detail information regarding the remote user for display to a local computer system user, wherein the detail information is obtained from a detail information database server process separate from said awareness server application process, and wherein the detail information regarding the remote user includes a visual image associated with the remote computer system user, a contact phone number, at least one job role, at least one direct report, and at least one area of expertise of the remote computer system user, and presenting, responsive to detecting selection of the awareness object associated with the remote computer by the local computer system user, the detail information regarding the remote computer system user in the display of the local computer system, wherein the presenting includes allowing initiation of an internet protocol phone call by selection of the contact phone number by the local computer system user.

Moreover, nothing in the combined references includes any hint or suggestion of even the desirability of displaying detail information regarding a remote user to a local user beyond the pending online status information provided when the local user becomes present by Aravamudan. Of the combined references, only Aravamudan includes providing any kind of information related to a remote user to a local user, in that an instant message may be sent to the local user when the local user becomes present online, indicating a pending event or online status related to a remote user. Significantly, both Yoakum and Bushnell are intended to operate *automatically* and without user interaction to efficiently complete requests, and therefore without any need for

displaying any information regarding a remote user to a local user. Accordingly, it would go against the fundamental purposes of <u>Yoakum</u> and <u>Bushnell</u> to introduce a local user presentation of even the remote user information from <u>Aravamudan</u>, since such presentation would interfere with the efficient automatic completion of communication requests described in <u>Yoakum</u> and <u>Bushnell</u>. A person skilled in the art would therefore not be motivated to combine <u>Aravamudan</u> with <u>Yoakum</u> and/or <u>Bushnell</u>.

For the above reasons, Applicants respectfully urge that the combined references cited by the Examiner do not disclose or suggest all the features of the present independent claim 1. The combination of <u>Aravamudan</u>, <u>Yoakum</u> and <u>Bushnell</u> therefore fails to support a *prima facie* case of obviousness under 35 U.S.C. 103 with regard to the present independent claims. As to dependent claims 2-8, they each depend from claim 1 and are respectfully believed to be patentable over the combination of <u>Aravamudan</u>, <u>Yoakum</u> and <u>Bushnell</u> for at least the same reasons.

Reconsideration of all pending claims is respectfully requested.

Applicants have cancelled and amended claims herein. However, Applicants are not conceding in this application that the unamended or cancelled claims are not patentable over the art cited by the Examiner, as the present claim amendments and cancellations are only for facilitating expeditious prosecution of allowable subject matter. Applicants respectfully reserve the right to pursue the or unamended and/or cancelled claims in one or more continuation and/or divisional patent applications.

Applicants have made a diligent effort to place the claims in condition for allowance. However, should there remain unresolved issues that require adverse action, it is respectfully

requested that the Examiner telephone Applicants' Attorney at the number listed below so that such issues may be resolved as expeditiously as possible.

For these reasons, and in view of the above amendments, this application is now considered to be in condition for allowance and such action is earnestly solicited.

Respectfully Submitted,

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